



PHILIPPINE NORMAL UNIVERSITY MINDANAO

The National Center for Teacher Education

Multicultural Education Hub

Prosperidad Agusan del Sur

CAMPUS LIBRARY AND RESOURCE CENTER

(Citizen's Charter)

Title of Frontline Service : APPLICATION FOR NEW BORROWER'S LIBRARY CARD (BLC)

Schedule of Availability of Service : Monday to Friday 8:00am – 5:00pm
Saturday 8:00am – 5:00pm

Key Person : Librarian / Library Assistant

Who may avail of the service? : PNU students, Faculty and Staff

What are the Requirements? : Proof of enrollment, ID picture

(soft copy) Duration : 18 minutes

Fees/Charges : NONE

How to avail of the service?

Steps	Applicant/Client	Service Provider	Duration (minutes)	Persons In Charge	Fees	Forms/Documents
1	Fill up the Borrower's Library Card Registration	Verifies the registration and checks the accuracy and completeness of requirements	1 minute	Librarian / Library Assistant	None	<ul style="list-style-type: none">Borrower's Library Registration FormProof of enrollment ID picture
2	Fill up Borrower's Library Card (BLC)	Accepts BLC application Encodes data	15 minutes	Librarian / Library Assistant	None	<ul style="list-style-type: none">BLCDLM/Manual Circulation Module
3	Claims BLC and Signs Log Book of BLC Renewal/Claim	Releases BLC	2 minutes	Librarian / Library Assistant	None	<ul style="list-style-type: none">Log Book of BLC Renewal/ClaimValidated BLC
END OF TRANSACTION						

Title of Frontline Service : RENEWAL/VALIDATION OF BLC

Schedule of Availability of Service : Monday to Friday 8:00am – 5:00pm
Saturday 8:00am – 5:00pm

Key Person : Librarian / Library Assistant

Who may avail of the service? : Old Students (Undergraduate and Graduate)

What are the Requirements? : Borrower's Library Card (BLC) and Proof of Enrollment

Duration : 4 minutes

Fees/Charges : NONE

How to avail of the service?

Steps	Applicant/Client	Service Provider	Duration (minutes)	Persons In Charge	Fees	Forms/Documents
1	Provides proof of enrollment and presents BLC	Check the accuracy and completeness of requirements	1	Librarian / Library Assistant	None	<ul style="list-style-type: none">Proof of enrollmentBLC
2	Signs Log Book of BLC Renewal/Claim	Validates BLC Edits card expiration date	2	Librarian / Library Assistant	None	<ul style="list-style-type: none">Log Book of BLC Renewal/ClaimDLM/Manual Circulation Module
3	Claim Validated BLC	Releases validated BLC	1	Librarian/Library Assistant	None	<ul style="list-style-type: none">Validated BLC
END OF TRANSACTION						





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Title of Frontline Service : OVERNIGHT LOAN OF BOOKS

Schedule of Availability of Service : Monday to Friday 1:00pm – 5:00pm
Saturday 1:00pm – 3:00pm

Key Person : Librarian / Library Assistant

Who may avail of the service? : PNU students, Faculty and Staff

What are the Requirements? : Validated Borrower's Library Card (BLC)

Duration : 20 minutes

Fees/Charges : NONE

How to avail of the service?

Steps	Applicant/Client	Service Provider	Duration (minutes)	Persons In Charge	Fees	Forms/Documents
1	Proceed to the area where the Library material can be found	Assists client in finding needed books / library material	10	Librarian/Library Assistant	None	Lists of titles with call numbers
2	Give the chosen book to the Librarian / Library Assistant	Get BLC, Check / inspect the book and give the book card to the borrower	5	Librarian/Library Assistant	None	Validated BLC Book Card
3	Sign the book card	Accept the book card, check out the book	3	Librarian/Library Assistant	None	Book Card DLM/Manual Circulation Module
4	Claim book borrowed	File the book card	2	Librarian/Library Assistant	None	Book Card
END OF TRANSACTION						

Title of Frontline Service : RETURN OF BORROWED BOOKS (ON-TIME)

Schedule of Availability of Service : Monday to Friday 7:00am – 12:00pm
Saturday 7:00am – 12:00pm

Key Person : Librarian / Library Assistant

Who may avail of the service? : PNU Students, Faculty and Staff

What are the Requirements? : Book/s to be returned

Duration : 5 minutes

Fees/Charges : NONE

How to avail of the service?

Steps	Applicant/Client	Service Provider	Duration (minutes)	Persons In Charge	Fees	Forms/Documents
1	Return the borrowed book/s to the Reference Desk	Check-in loaned book/s Inserts book card/s Return the BLC to the Client	3	Librarian / Library Assistant	None	Book Card DLM/Manual Circulation Module
2	Claim BLC		2	Library Client	None	BLC
END OF TRANSACTION						





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Title of Frontline Service : RETURN OF BORROWED BOOKS (WITH FINES)

Schedule of Availability of Service : Monday to Friday 8:00am – 5:00pm
Saturday 8:00am – 3:00pm

Key Person : Librarian / Library Assistant

Who may avail of the service? : PNU students, Faculty and Staff

What are the Requirements? : Book/s to be returned

Duration : 20 minutes

Fees/Charges : Php 2.00 or Php 5.00 / day

How to avail of the service?

Steps	Applicant/Client	Service Provider	Duration of Activity	Persons In Charge	Fees	Forms/Documents
1	Return the borrowed book/s to the Borrowing and Returning Section	Check-in loaned book/s Insert book card/s	5	Librarian / Library Assistant	None	DLM/Manual Circulation Module
2	Pay the corresponding amount to the cashier and get official receipt.	Release order of payment Accept payment and issue Official Receipt	3	Librarian / Library Assistant	Student • Reserve book – Php 5.00/ day • Non-reserve book – Php 2.00/ day	DLM/Manual Circulation Module Order of Payment Official Receipt
3	Present Official Receipt	Record Official Receipt	2	Librarian / Library Assistant	None	• Official Receipt
4	Fill – up the Log Book of Library Fines	Return BLC	2	Librarian / Library Assistant	None	• BLC • Log Book of Library Fines
5	Claim BLC and Library Receipt	Clear the client's library accountability	1	Librarian / Library Assistant	None	• BLC • Library Receipt
END OF TRANSACTION						

Title of Frontline Service : REPLACEMENT FOR LOST BORROWED BOOK

Schedule of Availability of Service : Monday, Tuesday, Thursday, Friday 7:00am – 7:00pm
Saturday 8:00am – 5:00pm

Key Person : Librarian / Library Assistant

Who may avail of the service? : PNU students, Faculty and Staff

What are the Requirements? : Book Replacement

Duration : 25 minutes

Fees/Charges : None

How to avail of the service?

Steps	Applicant/Client	Service Provider	Duration of Activity	Persons In Charge	Fees	Forms/Documents
1	Inquiry about lost book	Issue Book Replacement Form (BRF)	2	Librarian	None	List of Library Accountabilities
2	Fill – up BRF	Check exact title, author, copyright, binding, publisher and amount of the book from the DLM and/or accession record	5	Librarian	None	DLM/Manual Accession Record BRF
3	Choose possible replacement	Recommend suggested replacement	3	Librarian	None	DLM/Manual Accession Record BRF
4	Submits BRF	Approves recommended replacement	3	Librarian	None	BRF
5	Give Book Replacement and follow Process on Returning of Borrowed Books	Accept Book Replacement Compute fines with Processing Fee and issues Order of Payment	10	Librarian / Library Assistant	None	DLM/Manual Order of Payment
6	Claim BLC	Clear the client's library accountabilities	2	Librarian / Library Assistant	None	BLC DLM/Manual List of Library Accountabilities
END OF TRANSACTION						





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Title of Frontline Service	: SIGNING OF LIBRARY CLEARANCE
Schedule of Availability of Service	: Monday to Friday 8:00am – 5:00pm Saturday 8:00am – 5:00pm
Key Person	: Librarian / Library Assistant
Who may avail of the service?	: PNU students, Faculty and Staff
What are the Requirements?	: General Clearance Form from the Office of the University Registrar (Students) : University Clearance Form (Faculty and Staff)
Duration	: 20 minutes
Fees/Charges	: NONE
How to avail of the service?	

Steps	Applicant/Client	Service Provider	Duration of Activity	Persons In Charge	Fees	Forms/Documents
1	Submit clearance	Check Library accountabilities	2	Librarian / Library Assistant	None	General Clearance Form / University Clearance Form List of Library Accountabilities
2	If there is no library accountability, proceed to step 4	Sign clearance	2	Librarian / Library Assistant	None	General Clearance Form / University Clearance Form
3	If there is library accountability, Follow process on Returning of Borrowed Books / Fines / Book Replacement	Inform client of his/her accountability	15	Librarian / Library Assistant	None	List of Library Accountabilities DLM/Manual Circulation Module
4	Claim Signed library clearance	Clear his/her accountability	1	Librarian / Library Assistant	None	General Clearance Form / University Clearance Form
END OF TRANSACTION						

Accounting (Citizen's Charter)

Title of Frontline Service	: ISSUANCE OF STATEMENT OF ACCOUNTS
Schedule of Availability of Service	: Monday to Friday, 8:00 a.m. to 5 p.m.
Contact Persons	: Cashier/Cashier Clerk and Accountant/Accounting Clerk
Who may avail of the service?	: Student
What are the Requirements?	: ID
(soft copy) Duration	: 15 minutes
Fees/Charges	: Php: 50.00 certification fee

How to avail of the service?

Steps	Applicant/Client	Service Provider	Duration (minutes)	Persons In Charge	Fees	Forms/Documents
1	Present ID(with authorization letter if claimant is bit the payee) and inform the cashier of the purpose of certification	Inspect ID and authorization letter	1 minute	Cashier / Cashier Clerk	None	ID /Authorization Letter
2	Payment of certification fee	Issuance of Official Receipt	3 minutes	Cashier / Cashier Clerk	50.00	Official Receipt
3	Claim the certification by presenting the Official Receipt	Print the statement of account form PWEBSS	10 minutes	Cashier / Cashier Clerk	None	Certification
4	Sign the logbook of issued certifications	Inspect ID and have the claimants sign the logbook	1 minute	Cashier / Cashier Clerk	None	Logbook
END OF TRANSACTION						

